TOWN OF WENDELL
BOARD OF COMMISSIONER BUDGET WORK SESSION MEETING MINUTES
APRIL 9, 2018

The Wendell Town Board of Commissioners held a budget work session meeting on Monday, April 9, 2018, in the Town Board Room, Wendell Town Hall, 15 East Fourth Street.

PRESENT: Mayor Virginia Gray; Mayor Pro Tem Jon Lutz; Commissioners: John Boyette, David Myrick, Ben Carroll, and Jason Joyner.

STAFF PRESENT: Town Manger Teresa Piner, Special Assistant to the Manger-Town Clerk Sherry Scoggins, Finance Director Butch Kay, Planning Director David Bergmark, Public Works Superintendent Brian Bray, IT Administrator Tamah Hughes, Parks and Recreation Director Jeff Polaski and Police Chief Bill Carter.

MEETING CALLED TO ORDER AND WELCOME
Mayor Gray called the meeting to order at 5:31 p.m.

1.   CONTINUED DISCUSSION OF INFORMATION TECHNOLOGY NEEDS AND
**   SERVICE FOR THE TOWN OF WENDELL.**
**   SPEAKER: Town Manager Teresa Piner and Finance Director Butch Kay**
**   ACTION: Presentation by a Managed IT Services firm. Review and discussion.**

[Staff Report]
Item Summary
On Monday, April 26, 2018 VC3 made a presentation to the board regarding possible managed IT and consulting services to meet the growing technology needs of Town staff.   Following the presentation, staff was asked to meet with other companies offering IT solutions to enhance the existing equipment, software, and expertise of current staff.
Ms. Hughes, IT Administrator, scheduled a meeting with staff members and Carolinas IT on Tuesday, April 3, 2018. Carolinas IT will make a presentation to the board at the Monday, April 9, 2018 budget work session.

Item 1. Continued discussion of Information Technology needs and service for the Town of Wendell.

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Item 1. Continued discussion of Information Technology needs and service for the Town of Wendell.

Ms. Hughes, IT Administrator, scheduled a meeting with staff members and Carolinas IT on Tuesday, April 3, 2018. Carolinas IT will make a presentation to the board at the Monday, April 9, 2018 budget work session.

The following representatives of Carolinas IT were present: Michael Verbic, Krista Cathey, and Mark Alexander. Mr. Verbic presented the following PowerPoint:

Town of Wendell
Services and
Vendor Overview

Krista Cathey
Account Executive
Carolinas IT

Michael Verbic
Senior Solutions Architect
Carolinas IT

Agenda

- Carolinas IT Overview
- Understanding of Terms
- Server/Data Location Ramifications
- Systems Management Ramifications
- Hardware/Software Acquisition Ramifications
- Working with the Town of Wendell
- Progressive Themes in Technology
- Possible Hosting-Disaster Recovery Solutions
- Investment Options

Carolinas IT Overview

- Founded in 1996
- Carolinas IT is 100% owned and operated by North Carolina native Mark Cavaliero, and is certified as a Service Disabled Veteran Owned Small Business with the Veterans Administration and as a Certified North Carolina Historically Underutilized Business (HUB)
- 24 x 7 x 365 Local Network Operations Center with monitoring and coverage; we do not outsource
- Approximately 70+ Full Time, Professional Employees
- Technical services team of more than 45 certified engineers
- Passed Title 21 CFR Part 11 audit in order to provide hosting and network support services for firms' subject to FDA regulations (4-years)
- Completed the Service Organization Control (SOC) 2 Type 2 examination for Cloud Services with selected SOC 2 principles of security and availability (3-years)
- Awarded Cisco Channel Partner's Master Cloud and Managed Services Certified Partner for Infrastructure as a Service and Disaster Recovery as a Service (2-years)

Carolinas IT Overview

- **Advanced Technology Services** such as server virtualization, storage area networks, Voice over IP phone systems and unified communications, network upgrades, and troubleshooting.
- **Managed IT Services** including network administration, monitoring, day-to-day support and management. We offer end user and helpdesk support, both remote and onsite.
- **Audit and Compliance Services** including IT Audit, Risk Assessment/Risk Management and Compliance with laws, regulations and contractual obligations including: HIPAA, PCI-DSS, 21 CFR Part 11, ALTA-CFPB and Microsoft Software Asset Management
- **Cloud Services** providing for provisioning, hosting, support and sale of cloud based virtual applications, servers, desktops and data storage.
- **Technology Hardware and Software Sales** of industry leading vendors including Lenovo, Microsoft, HP, VMware, Citrix, Cisco, and other major brands.

Managed Services for Clients in the following Cities, Counties, and Countries:

- Numerous Cities & Counties in NC
- New York, NY
- Boston, MA
- Atlanta, GA
- Florence, SC
- Shanghai, China
- Danville, VA
- Tampa, FL
- Knoxville, TN
- Chesapeake, VA
- Rochester, MN
- Columbus, OH
- Philadelphia, PA
- Washington, DC
- Dallas, TX
- Alameda, CA
- Nashville, TN
- Chicago, IL
- Norfolk, VA
- Tallahassee, FL
- Birmingham, AL
- Innsbruck, Austria
- Toronto, Ontario Canada
- Johannesburg, South Africa
- Sydney, Australia
- Dhaka, Bangladesh
- Gaborone, Botswana
- Selangor Darul Ehsan, Malaysia
- Mumbai, Delhi, Bangalore, India
- Causeway Bay, Hong Kong
- Jakarta, Indonesia
- Harare, Zimbabwe
- London, England
- Colombo, Sri Lanka
- Warsaw, Poland
- Dublin, Ireland

Understanding of Terms

- **Servers/Data Location**
  - On-Premise – your facility with your limitations & your qualities
  - Cloud – somebody else's facility with their limitations & their qualities
  - Hybrid – servers/data split/shared between On-Premise & Cloud
- **Systems Management**
  - On-Site Resources – add a part time/full time person
  - Complete Out-Sourcing – all services managed by vendor
  - Hybrid – current on-site resources supplemented by vendor
- **Hardware/Software Acquisition**
  - Outright Purchase – you buy it
  - Technology-as-a-Service (TaaS) – you rent it

Carolinas IT
Experience
Peace of Mind

Server/Resource Location Ramifications

- **On-Premise**
  - Requires SOLID disaster recovery (DR) – business continuity plan (BC)
  - Town is in control of resources offered and data
  - Hardware can be purchased as TaaS or out right purchase
- **Cloud**
  - Strong DR options built in to solution
  - Resources and data are controlled by vendor
  - Typically paid for on a monthly basis
  - Town does not worry about hardware or server based software purchases
- **Hybrid**
  - A mixture of premise-based and cloud-based resources
  - Typically includes DR plan
  - Data will be located in 2 facilities, typically based on getting data closer to users or DR requirements

Carolinas IT
Experience
Peace of Mind

Systems Management Ramifications

Carolinas IT
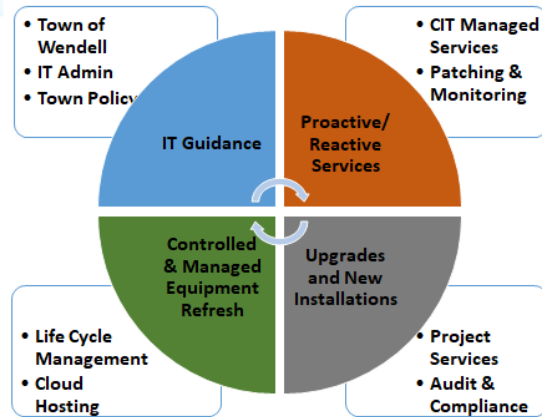Experience
Peace of Mind

- **On-Site Resources**
  - Never enough staff to cover 7x24x365
  - Hard to find a competent generalist (you can afford)
  - Works under your complete control
- **Complete Outsourcing**
  - One-throat-to-choke / one-back-to-pat
  - Support is typically assigned by "issue" – getting a specialist
  - Typically paid for on a monthly basis
  - Town needs to ensure offering meets your specific needs
- **Hybrid**
  - Combines best of both On-Site and Outsourced
  - 7x24x365 coverage obtained
  - Synergy between Town and vendor
  - Offers vacation/afterhours coverage

Hardware/Software Acquisition Ramifications

Carolinas IT
Experience
Peace of Mind

- **Outright Purchase**
  - Completely in your control
  - Ability to extend the life of the hardware/software
  - Typically considered a capital expense
  - Town must handle disposal of the systems at end-of-life
- **Technology-as-a-Service**
  - Town will never "own" the hardware/software
  - You will pay a monthly fee for hardware/software
  - Typically considered an operating expense
  - Allows a "life-cycle management" program
  - Flattens out spending

Town of Wendell & Carolinas IT

Carolinas IT
Experience
Peace of Mind

- **Town of Wendell**
- **IT Admin**
- **Town Policy**

IT Guidance

- **CIT Managed Services**
- **Patching & Monitoring**

Proactive/ Reactive Services

Controlled & Managed Equipment Refresh

Upgrades and New Installations

- **Life Cycle Management**
- **Cloud Hosting**

- **Project Services**
- **Audit & Compliance**

First Steps

Carolinas IT
Experience
Peace of Mind

- **Understand "how" the Town of Wendell works**
  - Network Structure and Software
  - Security Approach and Controls
  - Disaster Recovery – Backup/Restore Policies
  - Change Control
- **Meet with Departments**
  - Current Systems
  - How do you work
  - Current challenges – current "wins"
- **Design Solution**
  - What works best for the Town of Wendell (not what works best for vendor)

How CIT will Provide Services to the Town of Wendell

Carolinas IT
Experience Peace of Mind

- We listen to your needs and provide flexible solutions
- We do not believe in "one-size-fits-all"
  - Examples
    - AICPA – City of Durham – Town of Holly Springs – Wilson County – Davidson County Community College – Wake County GSA
- We review your current environment and make recommendations based on best practices and best value
- We believe in long-term planning, solutions and relationships
- We will create custom "Standard Operating Procedures" for the Town

Standard SLO/SLA - Reporting

Carolinas IT
Experience Peace of Mind

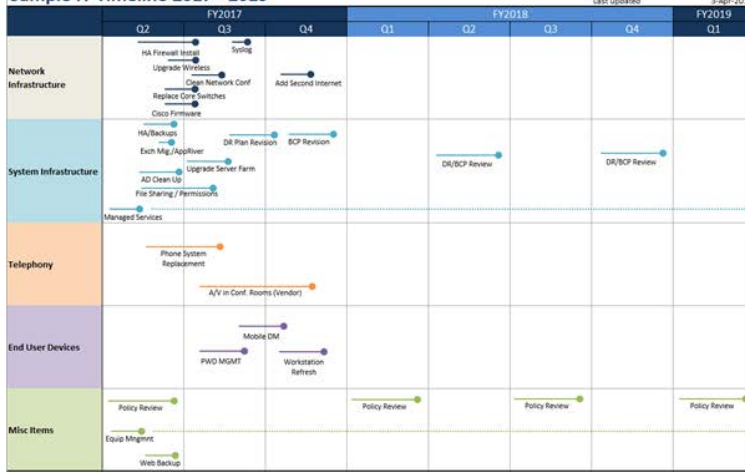| Response Matrix	Severity	SLO/SLA Targets
Priority 1	Business Critical - Server or Multiple Systems. Ability of multiple employees or entire business to perform critical functions is severely impaired.	SLO – 15-minutes SLA – 30-minutes
Priority 2	Business Important- Important system or network feature impaired, impacting ability of one or more employees to work efficiently.	SLO – 30-minutes SLA – 1-hours
Priority 3	One user or a small group of users is affected. More of an irritation than a stoppage or any service that would be deemed routine/proactive/preventative. All Move/Add/Change requests	SLO – 2-hours SLA – 4-hours

Customizable Upon Request

https://carolinasit.brightgauge.co/reports/9bfda6ac-c0b4-11e7-8838-0a1e108565ac/view/
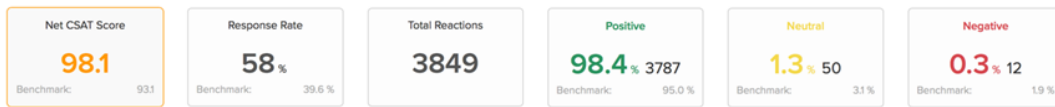
Sample Quarterly Planning

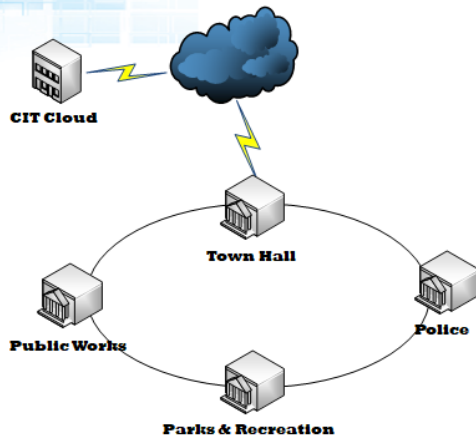Sample Maintenance & Blackout Calendar
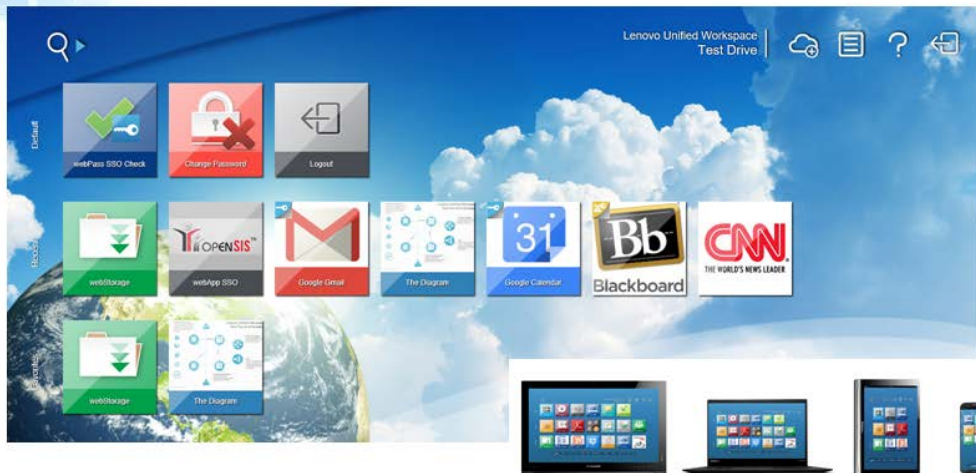
Why Choose Carolinas IT

- Locally (20-minutes away) owned, locally operated
- CIT works with local small businesses all the way to fortune 150 companies
  - CIT able to provides a broader base of solutions for all of our Clients
  - Provides services to Towns, Cities, Counties, K-12 education, Community Colleges, Universities, and Private Companies
- Strong controls and processes

Net CSAT Score	Response Rate	Total Reactions	Positive	Neutral	Negative
98.1	58 %	3849	98.4 % 3787	1.3 % 50	0.3 % 12
Benchmark: 93.1	Benchmark: 39.6 %		Benchmark: 95.0 %	Benchmark: 3.1 %	Benchmark: 1.9 %

Possible Disaster Recovery Options

CIT Cloud

Town Hall

Public Works

Police

Parks & Recreation

Town of Wendell
- 4G AirCard connected to Firewall
- AirCard Limited to Email Access

- Primary Server/Data Location – CIT Cloud
  - Local Snapshot of Data Every Hour
  - Snapshot of Data to Nashville Every 24-hours
  - Current Multi-layer Backup Stays in Place
  - Data Replicated from CIT Cloud to Town Hall
  - Backup Server/Data Location – Town Hall

Investment Options

- **NetOp Complete 7x24x365 - $4,623.00 per month**
  - Includes ALL devices and user support
- **Vulnerabilities Scan (External and Internal) - $1,500.00 per scan**
  - Provides Issues and Specific Recommendations
- **Purchase of Block Support $3k, $6k, and $12k block available**
  - Receive Discounted Rates – never expires
- **Cloud Hosting – as primary - $6,271.88 per month**
- **Technology-as-a-Service – 10 Lenovo Desktops with 23" monitors**
  - ThinkCentre M710q Tiny, Core i5, 8GB RAM, 128GB SSD Hard drive
  - $323.24 per month – 36-months – covers all 10 computers
- **Mail Migration and On-Boarding Fee - $15,500 – one-time fee**

Carolinas IT
Experience Peace of Mind

Thank You

Questions

Carolinas IT
Experience Peace of Mind

Commissioner Joyner stated the Town will make an investment in information technology in the near future budget. He suggested a spreadsheet in order to evaluate the proposals for consideration of reduced costs, reduced risks, increased productivity and access to latest technology.

2.   PERSONNEL ADDITIONS.
SPEAKER: Town Manager Teresa Piner and Finance Director Butch Kay
ACTION: Review and discussion.

[Staff Report]
<u>***Item Summary***</u>
Wendell is currently experiencing the impacts of area urbanization in the Triangle. As a result, managing the needs of a growing diverse population will result in changes to service delivery by Town staff.
As a result of the economic downturn in 2008, the number of town employees has remained relatively constant. However, due to the recent impacts of growth, increasing demands on a limited workforce could negatively impact service delivery, a priority the town has maintained for many years. Attached you will find a list of staffing needs for consideration in FY 2019

Item 2. Personnel Additions.

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Item 2. Personnel Additions.

Administration

- Deputy Town Clerk – Administration maintains an unfilled position vacated by the retirement of Clerk Jonnie Driver. The Deputy Clerk position is requested to assist with clerk duties with an approximate salary of $50,700 (with benefits).

Item 2. Personnel Additions.

Information Technology

- Since 2016, IT has requested assistance to help with the needs to serve staff and citizens. The request would be to add a full-time technician for approximately $52,750 (with benefits). A second option could be to add a part-time technician at $15 per hour for 19 hours per week for 50 weeks which would be approximately $15,250 (with FICA tax). *NOTE* – as an alternative to hiring staff, the town is looking into additional options to assist IT, such as contract and hosted service solutions.

Item 2. Personnel Additions.

Parks and Recreation

- Since 2017, the request for an additional full-time park maintenance worker has been made to assist the one current full-time park maintenance worker. The cost to add a second full-time park maintenance worker would be approximately $43,600 including benefits and uniform.
- In addition to the full-time park maintenance worker, the request to add a second part-time/seasonal park maintenance worker would be needed (assist with the addition of the new multi-purpose field). The request is for 24 weeks at $10 per hour for 40 hours per week which would be $11,375 (with FICA tax and uniform).

Item 2. Personnel Additions.

Planning

- Planner - $62,450 (with benefits). Due to the increase in building permits (262 new homes in 2017) and pending commercial growth, the position would assist in the planning department in various areas (permits, rezoning requests, special use, text amendments, etc).

Item 2. Personnel Additions.

Police

- The request is to add 2 new officers. The target is to have 4 officers per patrol shift. It takes approximately 6 months from position posting until released from field training. Current staffing of 3 officers per patrol shift often result in one person being on the street when unexpected absences occur. There are multiple ways to achieve this goal and we can review as the budget progresses. To hire both in July, the cost would be approximately $227,528. To hire both in January, the cost would be approximately $169,890. To split one in July and one January, the cost would be approximately $198,709. These costs include salary, benefits, vehicle, uniforms and equipment.

Item 2. Personnel Additions.

Public Works

• Admin Assistant - $36,450 (with benefits).
The position would assist the department with
work orders, POs, inspections and answering
the phone. Also, the position would assist
with on-site deliveries and walk-in customers.

3.   **MATCHING GRANT FUNDS.**
      SPEAKER: Town Manager Teresa Piner and Finance Director Butch Kay
      ACTION: Review and discussion.

[Staff Report]
<u>*Item Summary*</u>
The Planning Department and the Wendell Appearance Commission have proposed to develop and support a Wendell Mascot Statue Program. The proposal would commit the town to purchasing 20 tobacco worm statues over a 4 year period. The total cost of the program would be approximately $40,000; however, the planning department has applied for a grant from the United Arts Council for up to $20,000. Based on previous grant recipients, we should expect to receive a maximum of $10,000 from the grant. Also, the planning department has indicated that the Appearance Commission will assist in the financial support of the program in the amount of $5,000 during this upcoming budget year (FY2019). In addition, the planning department and the Appearance Commission would solicit businesses, civic groups, and private citizens to purchase or rent statues to offset some of the costs.
Should the board fund the Wendell Art Statue Program, the initial start-up cost would be $10,700. The start-up cost would include 6 statues, fabrication costs, plaques, and painting/decorating the statues.

Item 3. Matching Grant Funds.

Item Summary:

The Planning Department and the Wendell Appearance Commission have proposed to develop and support a Wendell Mascot Statue Program. The proposal would commit the town to purchasing 20 tobacco worm statues over a 4 year period. The total cost of the program would be approximately $40,000; however, the planning department has applied for a grant from the United Arts Council for up to $20,000. Based on previous grant recipients, we should expect to receive a maximum of $10,000 from the grant.

Item 3. Matching Grant Funds.

Also, the planning department has indicated that the Appearance Commission will assist in the financial support of the program in the amount of $5,000 during this upcoming budget year (FY2019). In addition, the planning department and the Appearance Commission would solicit businesses, civic groups, and private citizens to purchase or rent statues to offset some of the costs.

4.   COMPREHENSIVE LIST OF FEES AND CHARGES.
        SPEAKER: Town Manager Teresa Piner and Finance Director Butch Kay
        ACTION: Review and discussion.

[Staff Report]
__Item Summary__
Each budget season the Town's Comprehensive List of Fees and Charges are reviewed to ensure the fees reflect the cost of business, amend the schedule to add or delete services, and to refresh fees that are collected for services provided by City of Raleigh and Wake County.

Item 4. Comprehensive List of Fees and Charges.

Item Summary:

- Each budget season the Town's Comprehensive List of Fees and Charges are reviewed to ensure the fees reflect the cost of business, amend the schedule to add or delete services, and to refresh fees that are collected for services provided by City of Raleigh and Wake County.

Item 4. Comprehensive List of Fees and Charges.

FY 18

- Filing Fees
  - $5; adopted 6/30/77
- Street Closing Fee
  - N/A
  - Receiving more requests

FY 19

- Filing Fees
  - Recommend $25
- Street Closing Fee
  - Minor Street Closing Application $15
  - Cones and/or barricades $25

Item 4. Comprehensive List of Fees and Charges.

FY 18 – Parks & Rec, p 2

- Track Out Camp
  - N/A
- Adult Beach Volleyball
  - N/A
- Adult Fast Pitch
  - N/A

FY 19 - Parks & Rec, p 2

- Track Out Camp
  - $25 per day
- Adult Beach Volleyball
  - $100 per team
- Adult Fast Pitch
  - $450 per team

Item 4. Comprehensive List of Fees and Charges.

FY 18 – Parks & Rec, p 3
Athletic Fields (Tournament)

- Deposit
  - N/A
- Disc Golf Tournaments
  - N/A

FY 19 - Parks & Rec, p 3
Athletic Fields (Tournament)

- Deposit
  - $50 and non-refundable
- Disc Golf Tournaments
  - $100, Monday – Fridays; no lights

Item 4. Comprehensive List of Fees and Charges.

FY 18 – Parks & Rec, p 5
Special Events Staffing

- Police Officer
  - $35 per hour
- Public Works
  - $30 per hour

FY 19 - Parks & Rec, p 5
Special Events Staffing

- Police Officer / Security
  - $35 per hour
- Public Works
  - $35 per hour

Item 4. Comprehensive List of Fees and Charges.

FY 18 – Planning, p 6
Development Submittal Fees

- Contractor Change Form Fee
  - $60
- Zoning Text Amendment
  - $500
- Zoning Map Amendment
  - $500
- Rezoning Application
  - $500

FY 19 – Planning, p 6
Development Submittal Fees

- Contractor Change Form Fee
  - $60 or up to max of $180 per event
- Zoning Text Amendment
  - $550
- Zoning Map Amendment
  - $550
- Rezoning Application
  - $550

Item 4. Comprehensive List of Fees and Charges.

FY 18 – Planning, p 6
Development Submittal Fees

- Special Use Request
  - $500
- Variance Application
  - $500
- Appeal of Zoning Administrator or Board of Adjustment
  - $250

FY 19 – Planning, p 7
Development Submittal Fees

- Special Use Request
  - $550
- Variance Application
  - $550
- Appeal of Zoning Administrator or Board of Adjustment
  - $300

Item 4. Comprehensive List of Fees and Charges.

NEW for FY 19

Development Infrastructure Inspections (page 7)
- Sidewalk and / or Driveway Inspection
- Stormwater Inspection

Item 4. Comprehensive List of Fees and Charges.

FY 19 – Development Infrastructure Submittal Fees

The FY 19 water system fees, sewer system fees and other water/sewer fees will be provided to the Town of Wendell by the City of Raleigh.

Item 4. Comprehensive List of Fees and Charges.

FY 19 – Development Infrastructure Submittal Fees

For information: In accordance with the state statute, the capacity fee for water and sewer were updated. Per the developers agreement, Wendell Falls Capacity Fees for water ($1,750) and sewer ($1,750) are included for reference.

Commissioner Joyner would like to look at compensatory time versus overtime. He would do this off-line with Town Manager Piner.

5.   **CAPITAL AND/OR REPAIR NEEDS BY DEPARTMENT.**
      SPEAKER: Town Manager Teresa Piner and Finance Director Butch Kay
      ACTION: Review and discussion.

[Staff Report]
Item Summary
Each department was asked to provide a list of non-operating (capital and/or repair) needs for the upcoming 2018-2019 budget. The intent of the list is to provide the board with the needs from each department.

Item 5. Capital and/or repair needs by department.

Administration

- New Recorder - $2,700
- Charter Review - $3,500 (Town Attorney)
- Track Filing System - $11,000
- Town Attorney – Amend Contract to attend called Board meetings.

Item 5. Capital and/or repair needs by department.

Information Technology

- Contract Services - $55,476 (premise based support)
- Office 365 - $25,000 (includes outside services)
- Computers - $15,000 (12 computers at $1,200 each)
- Wi-Fi at the Park - $20,000
- Agenda Software - $13,000
- SharePoint - $20,000 (includes outside services)
- Access Points - $2,000 (to have employees from PW and P/R access the network)
- Server - $12,000
- Network Review/Security Audit - $35,000 (depends on contract services added or not)
- Wireless speakers - $2,000

Item 5. Capital and/or repair needs by department.

Parks and Recreation
- Master Plan Update - $20,000 (needed to apply for additional PARTF grants)
- Mower – $5,904 (lease for $492 per month)
- Picnic Tables - $2,000
- Playground Shade Structures - $14,000
- Snow Plow - $8,000
- Windows for Community Center - $16,000
- Gutters for Community Center - $8,000
- Floor Machine - $10,000
- Ice Machine - $3,800
- Front Office Glass - $5,000
- Gym Stairs - $3,000
- Office Furniture - $3,500
- Community Garden - $2,500
- Microphones - $2,000
- Shelter – new mower - $5,000

Item 5. Capital and/or repair needs by department.

Planning
- Multi-Use Trail Plan - $60,000
- Visit Raleigh Publication - $3,000

Item 5. Capital and/or repair needs by department.

Police

- Computer Aided Dispatch (CAD) - $20,000 (Required)
- Vehicles - $90,000 (replace 2 patrol vehicles – includes equipment)
- Security Fencing - $25,000

Item 5. Capital and/or repair needs by department.

Public Works

- Knuckleboom - $151,000 (options are being reviewed to lease)
- Jet Machine - $55,000 (options for contract services - $9,000)
- Snow Plow - $6,500
- Bulldozer Blade - $5,400

Item 5. Capital and/or repair needs by department.

Public Buildings and Grounds

- Stage renovation - $35,000 (new stage estimated at $155,000)
- New clock – downtown - $11,000
- Hollybrook Road – sewer project - $60,000
- Upgrade downtown lights - $15,000

Item 5. Capital and/or repair needs by department.

Powell Bill

- Paving of Town Hall alley - $50,400
- Park Drive - $75,970
- Seal asphalt at PW - $3,800

Item 5. Capital and/or repair needs by department.

Special Appropriations
- East Wake Education Foundation - $1,500
- InterAct - $1,000
- Historic Society - $500 (move to special events)

6.   **ADJOURN.**

ACTION:
Mover: Commissioner Joyner moved to adjourn at 6:48 p.m.
Vote: Unanimous.

Duly adopted this 23rd day of April 2018, while in regular session.

_____
ATTEST: Virginia R. Gray, Mayor

_____
Sherry L. Scoggins, MMC; Town Clerk